



# Leading Healthcare Company Uses Amino to Create a Healthcare Benefits Hub

## CASE STUDY



“Amino’s technology is at the cutting edge. The platform is so customizable. The fact that we can have all of our health benefits displayed there and that the platform can recommend other resources for our employees is fantastic.”

**Senior Benefits Manager, a leading healthcare company**

## RESULTS

**\$527,000**

total savings opportunity

**284**

employee hours saved

## SOLUTION

### A healthcare navigation platform

- All of your health benefits in one place
- Maximize engagement with your existing benefits
- Save time for your employees and your benefits team

## Challenge

Help employees get the most from their healthcare benefits

Our client is a leading healthcare company and hospital-based physician group that operates nationwide. As busy clinicians and healthcare workers, their employees understand better than most how complicated the US healthcare system can be.

But even with their insight as healthcare practitioners, navigating their own healthcare journeys was often a slow, frustrating experience.

On top of navigating through their insurance network, employees also had access to a set of health benefits that the company provided, including an employee assistance program (EAP) and tools that could help them do things like consult doctors virtually, get a second opinion, and find the highest-quality surgical centers near them. However, employees often didn't know where to find these benefits—or that they even had access to them in the first place.

If the healthcare company's leadership could find a solution to help employees find high-quality, in-network care and access their health benefits on a single platform, the company could increase employee engagement with existing benefits and save employees valuable time.





“The majority of our employees are clinicians and physicians that work in hospitals. They don’t have time to deal with something that doesn’t work and doesn’t give them what they need.”

**Sr. Benefits Manager, a leading healthcare company**

## Solution

### A centralized tool for healthcare navigation

Out of all the solutions that they considered, Amino’s platform stood out: it had the configurability they desired and could be tailored for their exact needs.

The company was able to seamlessly implement Amino into its complex health benefits ecosystem. Now, their employees use Amino as a central hub to view, understand, and access all of their health benefits in one place.

Amino can also help employees access the right benefit that matches their needs. For example, the platform can guide plan members to a benefit that helps them locate higher-quality surgeons, or connect them to their benefit that helps them find another doctor to get a second opinion. Amino’s advanced search functionality also helps the company’s employees find and book high-quality, cost-effective, in-network care much faster.

Each time Amino guides an employee to the right benefit or practitioner for their needs, it helps both the company and the employee save time and money.



“It’s amazing how customizable Amino is. We were able to connect it to all of our other health benefits and tools—like our EAP and SurgeryPlus—and the Amino algorithm can guide employees to those tools if they’re the right fit for their needs. Amino can do all of these things in addition to helping employees find the right doctor and save costs.”

**Sr. Benefits Manager, a leading healthcare company**



# Results

**\$527,000 total savings opportunity and 284 employee hours saved**

In 2021, using Amino provided the healthcare company with a total savings opportunity of \$527,000 and saved employees over 284 hours in appointment bookings and benefits research.

The benefits team can direct employees to Amino to help them access all of their healthcare benefits in one place, which saves everyone more time. Employees have used Amino to find and access their other healthcare benefits thousands of times in the last year alone.

Most importantly, the healthcare company's employees love Amino. They consistently rate it an 87 average net promoter score (NPS), and their feedback about Amino is always positive. It's safe to say the company's benefits team is thrilled with the results.



“Amino saves us a tremendous amount of time and communication. We no longer have to walk our employees through how to find their network and how to access their benefits. We can just tell them to sign up for Amino and log into the app.”

**Sr. Benefits Manager, a leading healthcare company**



## Help your employees make smart healthcare choices.

Amino is the smartest, easiest way for your employees and covered dependents to find and book high-quality healthcare. Our digital healthcare guidance platform uses cost, quality, and network data to recommend the best providers and benefits programs for a member's health needs and coverage. As a result, your plan avoids wasteful claims spending, and members get convenient access to high-quality healthcare options whenever they need them.

[Get a demo](#)

